

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: SYSTEMS SUPPORT SPECIALIST I -
Wireless

SALARY GROUP: B13

DEPARTMENT: Communications

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Graduation from an accredited senior high school or equivalent or GED.
2. Two years full-time, wage-earning stand-alone desktop computer, network, or telecommunications environment experience to include at least three of the following functions: installing, programming, troubleshooting, repairing, or utilizing software applications and computer-related hardware
or
thirty semester hours from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE) with three semester hours in Computer Science, Management Information Systems, or a related field. One year full-time, wage-earning stand-alone desktop computer, network, or telecommunications environment experience to include at least three of the following functions: installing, programming, troubleshooting, repairing, or utilizing software applications and computer-related hardware.
3. Experience in telecommunications, information technology, or a computer-related customer service environment preferred.
4. Experience in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs preferred.

B. Knowledge and Skills

1. Knowledge of the practices, principles, and techniques of computer operations and applications.
2. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
3. Skill in troubleshooting problems with software and hardware.
4. Skill to implement security controls.
5. Skill to communicate ideas and instructions clearly and concisely.

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6. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
7. Skill in problem-solving techniques.
8. Skill to interpret and apply rules, regulations, policies, and procedures.
9. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
10. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.
11. Skill to review technical data and prepare technical reports.
12. Skill in the electronic transmission of information.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 15-44 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, hand tools, diagnostic and electronic equipment, and automobile.